

Message

From: ServiceDesk v11 Notification [NoReply@state.ma.us]
Sent: 11/3/2011 11:42:21 AM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
Subject: Incident 796073 - Update on Outstanding Ticket > 48 hrs.

Incident 796073
Customer: Hanchett, James L

Group assigned to: DPH.Engineering

Description: ARHO - VISIT No network connectivity since power outage from Sunday's storm. They were on generator/limited power yesterday, but power has been fully restored and no network access on any PC.
Location: Room N251, Moro 1 Bldg, 637 N. Pleasant St, Amherst
413.545.2607

Reason: In order to achieve timely service to our valued customers, I would like to take this opportunity to inform you that the Incident #796073 is still in an active status. We apologize for any inconvenience this may have caused you, but we will notify you as soon as the problem has been resolved.

If you have any further questions:
Please phone the Customer Service Center at: 617-660-5230

Customers, click on the following URL to view Incident #796073:

Analysts, Click here for VG access:

Sincerely,
Customer Service Center.

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.